

Swanage Medical Practice Patient Participation Group

Minutes of Meeting held at the Surgery on 19 September 2023 at 6:30pm

Present

Margaret Broadhurst, Chair (MB)

Karen Wright (KW), Treasurer

Patrick Costello (PC)

Diana Edmonds (DE),

Anne Moore (AM)

Peter Smith (PS)

Hattie Taylor, Lead District Nurse for Purbeck

Two members of Patient Email Group: David Collicott and Sue Taylor

		Action
1.	<p>Welcome and introductions</p> <p>Margaret welcomed everyone to the meeting, including new PPG member, Patrick Costello; Hattie Taylor, our guest speaker; and two members of the Patient Email Group: David Collicott and Sue Taylor.</p>	
2.	<p>Apologies</p> <p>Apologies were received from Sally Fazekas (SF), Joanna Murphy (JM), new PPG member, Davina Smith (DS), Dr Andrew McIntosh, GP (AM), Natasha Ritchie, Practice Manager (NR) and Gill Foott, Engagement & Development Coordinator (PPGs), NHS Dorset (GF).</p> <p>It was noted that Jan Owens had stepped down from the PPG for the time being.</p>	
3.	<p>Presentation by Hattie Taylor, Lead District Nurse for Purbeck</p> <p>Margaret welcomed Hattie to the meeting. Hattie qualified as a nurse in 2000 and is also a Queen's Nurse. The Queen's Nursing Institute is a registered charity dedicated to improving the nursing care of people in the home and community - for more information, please see: https://qni.org.uk/explore-qni/about/.</p> <p>Following the meeting, Hattie also shared this link to a film about Community Nursing commissioned by the Queen's Nursing Institute in 2019, part of which was filmed in Purbeck: https://www.youtube.com/watch?v=YcGKJSFWPHs.</p> <p>Hattie is also a Governor of Dorset HealthCare NHS Foundation Trust. She encouraged us all to become Members of the Trust - for more information, please see: https://www.dorsethealthcare.nhs.uk/join-us-1/members.</p> <p>Hattie went on to describe the District Nursing Service in Purbeck, which currently includes 34 members of staff. Four District Nurse Specialist Practitioners lead three teams made up of Community Staff Nurses, Nursing Associates and Health Care Assistants: one covering Swanage; one covering Wareham, Sandford and Corfe; and one covering Wool and Bere Regis. The Service provides nursing care to anyone who is unable to get to their GP Surgery or who needs the particular skills of the District Nursing Team. More information about the service (as at July 2023) is included at Appendix A.</p> <p>The Purbeck Community Support Worker Service, which provides personal and holistic care to people at the end of their lives, is also now led and supported by the Purbeck District Nursing Service. The Community Support Workers provide</p>	

	<p>the physical and emotional aspects of palliative care in people's homes, enabling them to stay at home, if this is their preference - and preventing them from being admitted to hospital when their care needs increase. Care is adapted for each person according to their needs.</p> <p>The Admiral Nurse, who provides specialist support to families living with Dementia in Purbeck, is also based within the Purbeck District Nursing Service.</p> <p>Margaret thanked Hattie for giving her presentation. Hattie and the two Patient Email Group members decided to stay for the rest of the meeting.</p>	
4.	<p>Minutes of Meeting held on 16 May 2023</p> <p>The Minutes of the meeting held on 11 July 2023 were approved. The approved version would now be added to the PPG page on the Practice website.</p>	MB/NR
5.	<p>Matters arising not covered elsewhere on Agenda</p> <p>5.1 Updated Practice Newsletter entitled <i>Making the best use of our services</i></p> <p>Margaret had worked with Natasha to update the Practice newsletter aimed at raising awareness of alternatives to a GP appointment. The revised version, entitled <i>Making the Best Use of our Services</i>, can be seen at: https://www.swanagemedical.org.uk/News/33520660-eb42-4575-b365-daf9225c2ccf. A text alerting patients to the publication of the newsletter was also sent to patients for whom the Practice has a mobile number.</p> <p>5.2 Proposed Health Hub/Pod/Kiosk in Waiting Room</p> <p>Prior to the Pandemic, the PPG had discussed the possibility of funding a Health Hub, where patients could access health information, and Natasha now felt the time was right to take this proposal forward.</p> <p>Margaret and Diana had met with Natasha on 1 September when various options were discussed, including a tablet patients could use to access specific health-related websites and modernising the current set up where patients can take their own blood pressure measurements in the Waiting Room. Natasha had seen one design for a Health Kiosk at a recent conference (see: www.ekinteractive.co.uk/gp-health-kiosks) which enables blood pressure (BP), height and weight measurements, taken by patients themselves, to be uploaded automatically into their electronic health records - but this would cost £8,394 + VAT plus ongoing costs after the first year of £795 + VAT. The selling point for the Practice would be the savings resulting from the automatic updating of patients' records with BP and other measurements, rather than relying on members of staff to enter this information. Diana had spoken to the manufacturer and thought it might be possible to negotiate a lower price.</p> <p>Alternative similarly priced options are also available - see: www.microtech-group.co.uk/health/telemonitoring/surgerypod and https://healthcaremonitors.co.uk/Patient-Record-Integration.aspx.</p> <p>Natasha had agreed that the Practice does need to improve the look at the existing self-monitoring blood pressure area - for example, by replacing the screens, desk and chair currently in place. She has also since suggested the PPG organises a short survey in the Waiting Room to see how many patients might use a Health Hub/Kiosk before the Practice makes any further significant changes. Diana and Margaret agreed to follow this up with Natasha after the meeting.</p>	MB/DE/NR

	<p>5.3 Results of Follow-up Patient Survey 2023 and Practice's response</p> <p>The report of the Follow-up Patient Survey undertaken by the PPG in April, together with the Practice's response, had been added to the Practice website on 12 July - see: https://www.swanagemedical.org.uk/News/b06ec94a-dd1a-48a9-aff3-6e4aaaea977d.</p> <p>It was noted that the PPG had proposed undertaking a further survey later in the year to see whether people's experiences of phoning the Surgery had improved, now that the new telephone system has been in place for six months. It was agreed that we would discuss this further at the next meeting.</p> <p>5.4 Ambulance Car</p> <p>Margaret reported that Swanage Town Council had submitted another Freedom of Information request to the South Western Ambulance Service (SWASFT) about the Ambulance Car for the period January-June 2023. Deborah Monkhouse had presented a summary analysis of the Trust's response at a meeting of Swanage Town Council on 18 September. The main findings, which Debby was happy for Margaret to share with PPG members, were as follows:</p> <ul style="list-style-type: none"> • 73% shifts were covered, compare to only 40% in 2021 • Category 1 response times had improved to just over 8 mins • Category 2 response times had also improved to 34-46 mins. <p>5.5 Proposed Health Awareness Event</p> <p>It was noted that the possibility of organising health awareness events had also been discussed prior to the Pandemic - and that Corfe Castle PPG already organises such events to which Swanage residents are invited. It was decided to defer further discussion about this proposal until a future meeting.</p>	
6.	<p>Surgery Report</p> <p>Dr McIntosh had planned to attend the meeting, but, as he had then needed to leave by 7:00 pm, he had decided to attend a future meeting instead. Natasha, therefore provided the following written update:</p> <ul style="list-style-type: none"> • <i>Unfortunately, one of our Advanced Nurse Practitioners has handed in her notice. She will be pursuing a career outside of medicine. This is a big loss to us, as she is an excellent clinician and very well-liked by patients and staff. We are advertising for a replacement but as yet have not had any suitable applications. She leaves on the 30 November.</i> • <i>Flu clinics - All patients aged 65+ who had their vaccine at the Surgery last year have been sent a letter inviting them to a timed slot on either 30 September or 7 October. We will be inviting those in at risk groups aged 0-64 mostly by text message, some by letter. Jane Haysom will be vaccinating housebound patients and those in care and residential homes from the week beginning 25 September.</i> • <i>COVID-19 Vaccination Clinics start at Wareham Hospital on 21 September. However, we have been advised today that there is a problem with the online booking system. They are working on this and ask patients to keep trying to book an appointment at Wareham. Dorset HealthCare staff will also be vaccinating housebound patients - we have sent them a list of housebound patients to vaccinate.</i> 	

	<ul style="list-style-type: none"> • <i>With regards the closure of the Rheumatology Clinic at Swanage Hospital and the Chemotherapy Clinic at Wareham Hospital, we have raised this as a Primary Care Network (PCN). Our new Clinical Director, Anna Darling, is liaising with the Purbeck Locality Manager at Dorset healthcare and with colleagues at University Hospital Dorset (UHD) - UHD is responsible for providing these services. We are very frustrated that these services have been stopped and with no discussion or involvement from any of our Practices in Purbeck. We only found out ourselves a few days before the last clinics. With less and less clinics happening at Swanage Hospital it is a worry about what the future holds for local services.</i> <p>It was noted that Margaret had submitted a piece about the Autumn Flu and COVID-19 Vaccination Programmes for inclusion in the October edition of the Swanage and Purbeck Community Newsletter.</p> <p>It was also noted that the withdrawal of the Rheumatology Clinic from Swanage Hospital and the Chemotherapy Clinic from Wareham Hospital had been discussed at the recent meetings of the Purbeck PPG Chairs and Action for Health and Care in Purbeck.</p>	
7.	<p>Update from Gill Foott, Engagement and Development Coordinator (PPGs)</p> <p>Gill Foott had been unable to attend, as she had had a problem with her car on her way to the meeting. This is the update she had planned to give:</p> <ul style="list-style-type: none"> • <i>Working with the voluntary and community sector to support the delivery of NHS Dorset’s Forward Plan</i> <i>NHS Dorset is currently mapping voluntary and community groups and services across Dorset that are playing a key role in helping to prevent ill health, support wellbeing and improve health outcomes. This is an opportunity to consider how NHS Dorset can work together with the voluntary and community sector in the future.</i> • <i>Dorset COVID-19 Vaccination Service update</i> <i>Those eligible for a COVID-19 booster this autumn have been able to book appointments through the National Booking Service since Monday 18 September [but see Natasha’s update above].</i> • <i>Weymouth Research Hub</i> <i>The Hub held a “Building Trust” event on 7 September which was very well attended. Everyone was invited to give their thoughts, ideas and feedback on how the Hub can work with the local community. A publicity video can be viewed at: https://youtu.be/5ebbpDp2Mw.</i> 	
8.	<p>Treasurer’s Report</p> <p>Karen confirmed that there is £537.85 in the PPG’s Bank Account and £52.83 in petty cash - giving a total of £590.68.</p>	
9.	<p>PPG presence at Flu Vaccination Clinics on 30 September and 7 October</p> <p>All agreed it would be a good idea for PPG members to hand out copies of the <i>Making the best use of our services</i> newsletter at the Flu Clinics. Margaret agreed to liaise with Natasha to confirm arrangements and to then get back to PPG members to organise a rota to cover both clinics.</p>	MB/NR

10	<p>Results of GP Patient Survey 2023</p> <p>Margaret drew everyone’s attention to the results of the GP Patient Survey 2023 - see: https://gp-patient.co.uk/patientexperiences?practicecode=J81010). It was noted that, overall, the results for Swanage Medical Practice were much better than those of the 2022 Survey undertaken.</p>	
11.	<p>Practice Website - Review of areas/issues highlighted by the PPG</p> <p>The areas/issues of community interest highlighted by the PPG on the Practice website were reviewed, as the PPG does at every meeting.</p> <p>It was agreed that Wellbeing Swanage should be highlighted again, now that their website has been updated – and that Mental Health would no longer be highlighted specifically as there is already a lot of information about support available elsewhere on the Practice website.</p> <p>It was agreed that the PPG would also continue to highlight the following areas:</p> <ul style="list-style-type: none"> • Cost of Living Crisis • PPG • Carers Info. 	MB/NR
12.	<p>Feedback from other meetings attended by PPG members</p> <p>13.1 Purbeck PPG Chairs meeting - 5 September 2023</p> <p>Draft notes of this meeting had been circulated to PPG members ahead of the meeting. It was noted that Anna Darling, the new Clinical Director of the Purbeck Primary Care Network (PCN), had attended the meeting, as well as Erin Shakespeare, the PCN’s Business and Operations Manager.</p> <p>13.2 Action for Health and Care in Purbeck - 8 September 2023</p> <p>Draft notes of this meeting had also been circulated to PPG members ahead of the meeting. It was noted that Jon Sloper, from Help and Kindness, had attended the meeting to talk about the engagement work he and colleagues at NHS Dorset were currently doing with people and communities in Portland - see: https://www.helpandkindness.co.uk/portland-together.</p>	
14.	<p>Speakers at future PPG meetings</p> <p>Ann Hadfield would be attending the next meeting to update the PPG on Steps2Wellbeing.</p>	
15.	<p>Any other urgent business</p> <p>Maggy Hardy, Chair of Corfe PPG, was keen to work with us to support people with Parkinson’s. She had also drawn our attention to the Parkinson’s Neuro Physio Exercise Class at Emmanuel Church, which takes place on Tuesday mornings.</p>	
16.	<p>Proposed dates of future meetings</p> <p>21 November 2023 16 January 2024 19 March 2024 14 May 2024</p>	

Margaret Broadhurst, Chair

Community Nursing Service Purbeck Locality

The Community Nursing service in Purbeck runs from **0800 until 2000** hrs every day of the year. There are 3 teams in Purbeck: Swanage, Wool and Wareham, also covering Corfe Castle, Sandford and Bere Regis. We are part of Dorset Healthcare University Foundation Trust, our main HQ is in Poole. In Purbeck we're an Integrated Community Team (ICT) with Social Services, the Advanced Clinical Practitioners, Community Rehab Team (includes Allied Health Professionals, Phlebotomy and Rehab Assistants) in our virtual hub and Purbeck Local Office in Wareham.

There are four District Nurse Specialist Practitioners leading the 3 teams of about 30 staff, including Community Staff Nurses, Nursing Associates and HealthCare Assistants. We also work closely with and lead the Community Support Worker team, who provide personal and holistic care to people at the end of their lives.

There is always one person on each team from 0800, and they will normally be straight out visiting people at home at this time. Visits are scheduled throughout the day, some being timed for medication or specific patient needs, we must change plans as the day goes by and be adaptable according to and in response to patient priorities as we have planned care and non-planned, reactive care, making it very difficult for us to give timed visits for non-urgent care.

We see any patients over 18 years old who are housebound and can't make it to appointments with the practice nurse. This includes many different types of care, including amongst others, full nursing assessment, wound care, long term condition management, medication administration via injection or syringe drivers, venepuncture, clinical observations, central line care, intravenous medication / antibiotics, pressure ulcer prevention and healing, provision of equipment, End Of Life care and symptom management, personal care, skin assessments, urinary catheter care, risk assessments, health care needs assessments in relation to continuing healthcare funding (fast tracks), referrals to other services, post op wound care, safeguarding issues, mental capacity assessment, doppler assessment (arterial/venous assessment), multi-layer bandaging, bladder scanning, urgent (EOL) continence assessments and referral for appropriate products, advice and support.

Most care is given between 0800 and 1700 although some colleagues work later and we always have one person providing cover until 2000 hrs, this covers across the whole of Purbeck which limits the number of visits we can do 1800 - 2000. After 2000 hrs there's an evening service across Dorset which is based centrally at St Leonard's hospital and a call out service through the night after 2300 every night of the year for urgent care.

As a guide, **urgent care response** would be required for

- blocked catheters (not just leaking but blocked, causing discomfort)
- palliative symptom control (end of life care) including pain, sickness and anxiety
- medications for people on chemotherapy for sickness

We aim to visit these patients as soon as we get a referral and certainly **within two hours**. This response is standard across the whole of Dorset, GP surgery staff can call us on our mobiles to respond to this care at any time during the day and on **03003690530 any time after 1700**.

Many of our referrals come through the **Purbeck HUB, the ONE TEAM and single point of access (SPOA)**. We also accept referrals from GP surgery staff and other H&S care staff, either by telephone, email, and tasks on Systmone.

If patients want to contact **nurses out of hours**, we give them this number in their paper notes held in the home **0300 369 0530**.

We work closely with the Rehab team, Social Service colleagues, the Community Matrons/Advanced Nurse Practitioners, Health and Social Care Co-ordinators and the Palliative Nurse Specialists, Enhanced care to care homes team, as well as the GP and community hospitals. We regularly attend the MDT/GSF meetings with GP surgeries, 'one team'/D2A daily meetings, twice weekly 'Virtual Care' meetings across the PCN via MS TEAMS.

We are also actively involved in nurse education. We facilitate the Specialist District Nurse placements, for those completing the SPQDN Masters' qualification in advanced nurse practice. Each team also facilitates pre-registration student nurses, Trainee Nursing Associates and Apprenticeship Nurses.

HATTIE TAYLOR (DHC) July 2023